



# Introduction

## *Reporting Problems*

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### Introduction

There are designated Export Certification Specialists who are responsible for assisting line operations to ensure the credibility of EXCERPT and the quality of Federal plant export certificates. State and county cooperators also are involved in issuing Federal plant export certificates. Therefore, in order to quickly respond to inquiries, there are established contacts for your questions, concerns, and suggestions relating to inspecting and certifying commodities, and issuing Federal plant export certificates. See [Table 1-6-1](#) for the established contact protocol to follow.

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### Protocol

Use [Table 1-6-1](#) to identify your contacts for questions, concerns, or suggestions you may have related to export certification.

**TABLE 1-6-1: Contacts for Assistance With Export Certification<sup>1</sup>**

<b>If you are a:</b>	<b>Then your first contact is:</b>	<b>Then your second contact is:</b>	<b>Then your third/ last contact is:</b>	<b>Then your fourth/ last contact is:</b>	<b>Then your last contact is:</b>
PPQ officer (ACO) in the <b>Eastern</b> Region	Immediate supervisor	Export Certification Specialist <sup>2</sup>	State Plant Health Director	Trade Specialist <b>or</b> Regional Program Manager <sup>3</sup>	Export Services <sup>4</sup>
PPQ officer (ACO) in the <b>Western</b> Region	Immediate supervisor	Local PPQ contact point <b>or</b> Export Certification Specialist <sup>2</sup>	Trade Specialist <b>or</b> Regional Program Manager	Export Services	None
State cooperator (ACO)	State Plant Regulatory Official	Local PPQ contact point <b>or</b> Export Certification Specialist	Trade Specialist <b>or</b> Regional Program Manager	Export Services	None
County cooperator (ACO)	Immediate supervisor or State cooperator (CDFA)	Local PPQ contact point <b>or</b> Export Certification Specialist	Trade Specialist <b>or</b> Regional Program Manager	Export Services	None
PPQ manager (supervisor, State Plant Health Director, or Officer-in-Charge)	Export Certification Specialist	Trade Specialist <b>or</b> Regional Program Manager	Export Services	None	None
State Plant Regulatory Official	Local PPQ contact point <b>or</b> Export Certification Specialist	Trade Specialist <b>or</b> Regional Program Manager	Export Services	None	None
Local PPQ contact point in the Western region	Export Certification Specialist	Trade Specialist <b>or</b> Regional Program Manager	Export Services	None	None
Export Certification Specialist	Trade Specialist <b>or</b> Regional Program Manager	Export Services	None	None	None
Exporter, broker, grower, or another interested party	Authorized Certification Official	Local PPQ contact point <b>or</b> Export Certification Specialist	Trade Specialist <b>or</b> Regional Program Manager	Export Services	None

1 An exception to following this contact protocol is when EXCERPT directs you to contact Export Services, e.g., when the export summary is not available and the message states to contact Export Services.

2 Access EXCERPT to identify the local PPQ contact point or Export Certification Specialist who serves you.

3 Regional Program Manager, Eastern Region, USDA-APHIS-PPQ, Raleigh, North Carolina, phone: 919-855-7314; Regional Program Manager, Western Region, USDA-APHIS-PPQ, Fort Collins, Colorado, phone: 970-494-7569.

4 Export Services, USDA-APHIS-PPQ, Riverdale, Maryland, phone: 301-734-8537.